



TR Medora Foundation provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws.

Job Description: Amphitheater Assistant Front of House Manager

Non-Exempt: Hourly worker and **Seasonal Summer Employee**

Position Summary:

Assist the Front of House Manager in training scheduling, and supervising the Medora Musical front of house staff while ensuring excellent customer service and safety. The Assistant Front of House Manager will assist in resolving any guest issues at the Medora Musical.

Essential Job Functions:

- Schedule staff for all front of house positions at the Burning Hills Amphitheater.
- Assist in supervise the front of the house staff at the Burning Hills Amphitheater.
- Account for all hours reported on time sheets for front of house employees and verify the accuracy of the information reported on weekly timesheets; ensure that timesheets are delivered to the accounting staff in accordance with TRMF policy.
- Ensure excellent customer service and customer safety.
- Participate in TRMF safety program as directed by the TRMF Personnel Manager.
- Help to maintain a safe, productive, and comfortable work environment for permanent and seasonal staff.
- Train and supervise head usher to work pleasantly and effectively with the volunteer ushers to resolve seating and access problems.
- Coordinate schedules for the amphitheater with Amphitheater Front of House Manager and maintain time keeping records.
- Increase concession and gift shop sales by leveraging effective personnel.
- Maintain necessary inventory on equipment and supplies.
- Attend all meetings pertaining to the front of house responsibilities.
- Know the placement of emergency equipment and location of emergency personnel prior to the show.
- Work to guarantee each guest experiences strongest customer service possible.
- Assist in training personnel for each amphitheatre position..

Other Responsibilities:

- Upon arrival check attendance in order to make other amphitheater supervisors award of sales progress.
- Check personnel for proper uniform and appropriate dress to serve the public.
- Remind personnel to be courteous and informative to the traveling public.
- Make sure employees are in proper uniform each day.

- All other duties as assigned by the Front of House Manager.

ADA Requirements

- Continuously
 - Stand
 - Visual acuity to determine accuracy, neatness and thoroughness of work assigned and determine safety of workplace surroundings (kitchen, storage, guests etc).
- Frequently
 - Walking
 - Lifting up to 50 pounds.
 - Carrying up to 50 pounds.
- Occasionally
 - Sitting
 - Climbing
 - Balancing
 - Talking
 - Hearing
 - Pushing or Pulling
- Environmental Conditions
 - Continuously working in outdoor conditions
 - Frequently working in hot and/humid conditions.
 - Frequently working in cool outdoor conditions.

Qualifications and Education Requirements:

- Previous work in a theater required.
- Previous management experience preferred, but not required.

Supervision:

- This position assists in managing the Front of House staff.
- The position reports to the Front of House Manager.

Please note that this job description is meant to give a basic understanding of the position and does not cover every part of the job duties and requirements. TRMF reserves the right to change or assign other duties to this position at anytime.